

FaDSS Policy 10.0 – Virtual Visits

Policy Statement

Virtual visits are a valuable tool in the provision of FaDSS services; however, they are not without limitation. Virtual visits may only be utilized in accordance with the guidelines set forth in this policy.

Virtual Visits

Virtual visits are considered quality visits and must include goal setting (or reviewing) and general strategizing to identify strengths and address barriers. As of the effective date of this policy, virtual visits may only be utilized in the following instances:

1. During inclement weather or illness, and if the family agrees, a virtual visit may be conducted in lieu of an in-person visit.
2. Beginning in the 4th month of enrollment, if service intensity for a family is set at 2 home visits and 1 significant contact, one of the home visits may be conducted as a virtual visit.
3. When a family's eligibility is reviewed and the family income is 225% of the FPL or higher, the family will begin a three-month transition period beginning the month following the eligibility review. The family may receive virtual visits during the three-month transition period.
4. FIA appointments may be documented as Quality Visits if the specialist attends virtually or in-person. DCAA encourages specialists to attend FIA appointments in-person, whenever possible.

Exceptions to the use of virtual visits:

- No enrollment visits may be conducted virtually.
- No DCAA required assessments may be conducted virtually.
- If the family wishes to meet in-person, virtual visits may not be provided.
- Grantee agencies may set more stringent protocols regarding the provision of virtual visits.

All virtual visits must include video conferencing. Phone calls and texting will no longer be considered modes for the provision of virtual visits

Effective: April 16, 2022